

Amendment 1 to 2019-PMO-01 RFP
July 1, 2019

NOTE THE FOLLOWING AND ATTACHED ADDITIONS, DELETIONS AND/OR CHANGES TO THE REQUIREMENTS FOR THE REQUEST FOR PROPOSAL NUMBER: 2019-PMO-01. THIS AMENDMENT MUST BE INCLUDED IN THE PROPOSER'S RESPONSE AND MEET THE REQUIREMENTS AS DEFINED IN THE RFP.

THE PROPOSER MUST SIGN AND RETURN THIS AMENDMENT WITH THEIR PROPOSAL.

1. **Section IV. Scope of Work, A. Overview/Statement of Need, Page 16, Changed as follows:**

Was

High Level Procurement Schedule

Procurements	Award Made
IV&V Onboard	FY 2018 (Awarded)
MMISTakeover Implementation and Maintenance and Operations	FY 2019
PMO Services	FY 2019
System Integrator	FY 2019
Enterprise Data Warehouse (Cohort 1)	FY 2020
Provider Management (Cohort 2)	FY 2020
Program Integrity (Cohort 3)	FY 2022
Member Communication (Cohort 4)	FY 2022
Base MMIS (Cohort 5)	FY 2021

Note: The modular breakout schedule is subject to change following an evaluation to be completed by the PMO service and System Integrator including CMS approval.

Changed to

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Procurements	Award Made
IV&V Onboard	FY 2018 (Awarded)
MMISTakeover Implementation and Maintenance and Operations	FY 2019
PMO Services	<i>FY 2020</i>
System Integrator	<i>FY 2021</i>
Enterprise Data Warehouse (Cohort 1)	<i>FY 2022</i>
Provider Management (Cohort 2)	<i>FY 2022</i>
Program Integrity (Cohort 3)	<i>FY 2024</i>
Member Communication (Cohort 4)	<i>FY 2024</i>
Base MMIS (Cohort 5)	<i>FY 2023</i>

Note: The modular breakout schedule is subject to change following an evaluation to be completed by the PMO service and System Integrator including CMS approval.

2. IV. Scope of Work, Section F. Common Processes, 16. Post Implementation and Certification Support, Page 29, Changed as follows:

Was

The PMO Vendor shall provide post-implementation and certification support for each vendor or cohort through all certification activities and for ninety-days (90 days) after CMS certification has been received. The PMO Vendor shall develop a certification management plan that shall define the activities and the schedule related to the certification of each vendor or cohort. See the [CMS Medicaid Enterprise Certification Toolkit](#) for details on certification activities. This support shall include, but not be limited to status reporting, communications, meeting coordination and set-up, issue tracking and coordination, and other project support as requested. At the end of certification plus the ninety-days (90 days), the PMO Vendor shall conduct a survey of parties involved to determine satisfaction and identify areas of concern and possible improvements. If possible, these areas of concerns and possible improvements shall be addressed in future RFPs/RFBs. As part of this Post Implementation and Certification task, the PMO Vendor shall develop a support monitoring plan and a Post Implementation Turnover Plan for each cohort or implementation. The PMO Vendor's Post Implementation and Certification Support Monitoring Plan shall include but not be limited to release management, defect management, compliance management, and Service Level Agreement (SLA) reporting and monitoring, The PMO Vendor's Post Implementation Turn-over Plan will define a RACI chart as well as the processes and procedures needed by the Agency to assume the monitoring responsibilities. The Post Implementation Turn-over Plan with an associated Responsibility Assignment Matrix shall be reviewed in a meeting with the Agency. Following the standards procedures defined in this document, the Post Implementation Turn-over Plan and RACI chart shall be sent out to the Agency responsible parties five (5) business days before the meeting.

Changed to

The PMO Vendor shall provide post-implementation support for the life of the contract and certification support for each vendor or cohort through all certification activities and for ninety-days (90 days) after CMS certification has been received. The PMO Vendor shall develop a certification management plan that shall define the activities and the schedule related to the certification of each vendor or cohort. See the [CMS Medicaid Enterprise Certification Toolkit](#) for details on certification activities. This post-implementation support shall include, but not be limited to status reporting, communications, meeting coordination and set-up, issue tracking and coordination, and other project support as requested. At the end of certification plus the ninety-days (90 days), the PMO Vendor shall conduct a survey of parties involved to determine satisfaction and identify areas of concern and possible improvements. If possible, these areas of concerns and possible improvements shall be addressed in future RFPs/RFBs. As part of this Post Implementation and Certification task, the PMO Vendor shall develop a support monitoring plan and a Post Implementation Turnover Plan for each cohort or implementation. The PMO Vendor's Post Implementation and Certification Support Monitoring Plan shall include but not be limited to release management, defect management, compliance management, and Service Level Agreement (SLA) reporting and monitoring, The PMO Vendor's Post Implementation Turn-over Plan will define a RACI chart as well as the processes and procedures needed by the Agency to assume the monitoring responsibilities. The Post Implementation Turn-over Plan with an associated Responsibility Assignment Matrix shall be reviewed in a meeting with the Agency. Following the standards procedures defined in

this document, the Post Implementation Turn-over Plan and RACI chart shall be sent out to the Agency responsible parties five (5) business days before the meeting.

3. IV. Scope of Work, Section F. Common Processes, 21. Common Processes Required Artifacts, Page 32, Changed as follows:

Was

The PMO Vendor shall be responsible for producing the following artifacts from the common processes. The artifacts must be produced to receive payment according to the PMO Vendor's project schedule. The artifacts below must be maintained and updated. Standard maintenance shall occur at any time during the project but a periodic review will encompass the entire document. The frequency below indicates a time frame for these periodic reviews. The PMO Vendor can discuss changes to these time frames with the Agency.

Changed to

The PMO Vendor shall be responsible for producing the following artifacts from the common processes. The artifacts must be produced to receive payment according to the PMO Vendor's project schedule. The artifacts below must be maintained and updated. Standard maintenance shall occur at any time during the project but a periodic review will encompass the entire document. The frequency below indicates a time frame for these periodic reviews. The PMO Vendor can discuss changes to these time frames with the Agency.

The PMO Vendor must maintain (or verify the maintenance of) all documentation defined in this section throughout the life of the contract, regardless of the status of the vendor or cohort. The PMO Vendor will also be responsible for scheduling, agendas, meeting minutes, action items, etc. for any Agency meeting conducted with a vendor throughout the life of the contract regardless of the status of the vendor or cohort.

4. IV. Scope of Work, Section G. Requirements and Business Process Management, 3. Requirements and Business Process Management Required Artifacts, Page 32, Changed as follows:

Was

The PMO Vendor shall be responsible for producing the following artifacts to address their project team. The artifacts must be produced to receive payment according to the PMO Vendor's project schedule. The artifacts below must be maintained and updated. Standard maintenance shall occur at any time during the project but a periodic review will encompass the entire document. The frequency below indicates a time frame for these periodic reviews. The PMO Vendor can discuss changes to these time frames with the Agency.

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5. IV. Scope of Work, Section H. Program Management Office, 3. Program Management Office Required Artifacts, Page 32, Changed as follows:

Was

The PMO Vendor shall be responsible for producing the following artifacts to address their project team. The artifacts must be produced to receive payment according to the PMO Vendor's project schedule. The artifacts below must be maintained and updated. Standard maintenance shall occur at any time during the project but a periodic review will encompass the entire document. The frequency below indicates a time frame for these periodic reviews. The PMO Vendor can discuss changes to these time frames with the Agency.

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6. IV. Scope of Work, Section I. Medicaid Enterprise Architecture (MEA), 3. Enterprise Architecture Required Artifacts, Page 32, Changed as follows:

Was

The list below consist of a set of deliverables for the project.

The PMO Vendor shall be responsible for producing the following artifacts to address their project team.

The artifacts must be produced to receive payment according to the PMO Vendor's project schedule.

The artifacts below must be maintained and updated. Standard maintenance shall occur at any time during the project but a periodic review will encompass the entire document. The frequency below indicates a time frame for these periodic reviews. The PMO Vendor can discuss changes to these time frames with the Agency.

Changed to

The list below consist of a set of deliverables for the project.

The PMO Vendor shall be responsible for producing the following artifacts to address their project team.

The artifacts must be produced to receive payment according to the PMO Vendor's project schedule.

The artifacts below must be maintained and updated. Standard maintenance shall occur at any time during the project but a periodic review will encompass the entire document. The frequency below indicates a time frame for these periodic reviews. The PMO Vendor can discuss changes to these time frames with the Agency.

The PMO Vendor must maintain (or verify the maintenance of) all documentation defined in this section throughout the life of the contract, regardless of the status of the vendor or cohort. The PMO Vendor will also be responsible for scheduling, agendas, meeting minutes, action items, etc. for any Agency meeting conducted with a vendor throughout the life of the contract regardless of the status of the vendor or cohort.

**7. IV. Scope of Work, Section J. Organizational Change Management (OCM), 3.
Organizational Change Management Required Artifacts, Page 32, Changed as follows:**

Was

The PMO Vendor shall be responsible for producing the following artifacts to address their project team. The artifacts must be produced to receive payment according to the PMO Vendor's project schedule. The artifacts below must be maintained and updated. Standard maintenance shall occur at any time during the project but a periodic review will encompass the entire document. The frequency below indicates a time frame for these periodic reviews. If the time frames appear to be unreasonable, the PMO Vendor can discuss changes to these time frames with the Agency.

Changed to

The PMO Vendor shall be responsible for producing the following artifacts to address their project team. The artifacts must be produced to receive payment according to the PMO Vendor's project schedule. The artifacts below must be maintained and updated. Standard maintenance shall occur at any time during the project but a periodic review will encompass the entire document. The frequency below indicates a time frame for these periodic reviews. If the time frames appear to be unreasonable, the PMO Vendor can discuss changes to these time frames with the Agency.
The PMO Vendor must maintain (or verify the maintenance of) all documentation defined in this section throughout the life of the contract, regardless of the status of the vendor or cohort. The PMO Vendor will also be responsible for scheduling, agendas, meeting minutes, action items, etc. for any Agency meeting conducted with a vendor throughout the life of the contract regardless of the status of the vendor or cohort.

8. Appendix I. Procurement Library Contents, Page 176, Changed as follows:

Was

Appendix I: Procurement Library Contents

- MITA State Self-Assessment (SS-A) Roadmap (2016)

Changed to

Appendix I: Procurement Library Contents

- MITA State Self-Assessment (SS-A) Roadmap (2016)
- Ancillary Systems Table from MITA SS-A Submitted 03-12-19
- Agency Supplied Hardware Option 1 - HP ELITEBOOK SPECS
- Agency Supplied Hardware Option 2 - OptiPlex5060 SPECS

9. IV. Scope of Work, Section B. Physical Location, page 17, Changed as follows:

Was

The Agency shall provide workspace and meeting spaces for the PMO Vendor. The PMO Vendor shall be required to adhere to all applicable Agency policies and procedures. The Agency has strict procedures for things such as badge use, exiting and entering the building, and elevator access. PMO Vendor personnel having access to an Alabama Medicaid Agency building or office shall be subject to background checks at the vendor's expense. The PMO Vendor shall be responsible for their own parking. The Vendors may inspect the work site. The inspection must be scheduled by e-mailing a request to PMORFP@medicaid.alabama.gov. The Vendor will be contacted to make arrangements to view the site.

Changed to

The Agency shall provide workspace and meeting spaces for the PMO Vendor. The PMO Vendor shall be required to adhere to all applicable Agency policies and procedures. The Agency has strict procedures for things such as badge use, exiting and entering the building, and elevator access. PMO Vendor personnel having access to an Alabama Medicaid Agency building or office shall be subject to background checks at the vendor's expense. The PMO Vendor shall be responsible for their own parking.

10. IV. Scope of Work, Section H. Program Management Office, 4. Program Management Office Contract Required Personnel, Page 67, Changed as follows:

Was

The State has identified six Program Management Office contract required personnel positions. The Agency realizes that the PMO Vendor may have other positions that are needed to complete the assigned tasks. State resources will partner with the PMO Vendor's staff; however, the PMO Vendor should expect to be the driver and manager of all project activities to ensure that schedule, cost, and project deliverables are met.

Changed to

The State has identified five Program Management Office contract required personnel positions. The Agency realizes that the PMO Vendor may have other positions that are needed to complete the assigned tasks. State resources will partner with the PMO Vendor's staff; however, the PMO Vendor should expect to be the driver and manager of all project activities to ensure that schedule, cost, and project deliverables are met.

11. IV. Scope of Work, Section J. Organizational Change Management, 3. Organizational Change Management Required Artifacts, Page 94, Changed as follows:

Was

OCM-2- e2—OCM Training Matrix	Communication Matrix <ul style="list-style-type: none">• Single Vendor• Multi-Vendor	Six (6) weeks from contract signing Update every six (6) months throughout the project
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Changed to

OCM-2- e2—OCM Training Matrix	<i>Training</i> Matrix <ul style="list-style-type: none">• Single Vendor• Multi-Vendor	Six (6) weeks from contract signing Update every six (6) months throughout the project
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I hereby acknowledge the receipt of Amendment 1 to RFP 2019-PMO-01.

Authorized [Proposer/Vendor] Signature

Date

[Proposer/Vendor] Organization